

Prestige 2000W

VoIP Wi-Fi Phone

Quick Start Guide

Version 2.0

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Chapter 1

Introducing the Prestige

The Prestige 2000W is a wireless telephone that operates over the Internet. It gives users the benefits of Internet telephony, for example cheaper calls, without the physical restrictions of a fixed Internet connection i.e. mobility.

Sending compressed voice signals over the Internet is called Voice over IP or VoIP. The Prestige is a Session Initiated Protocol (SIP) - based wireless VoIP telephone. SIP is an internationally recognized standard for implementing VoIP.

The Prestige allows you to make and receive VoIP calls as long you are within range of an IEEE802.11b enabled wireless network.

The Prestige is easy to use and configure via the LCD display and keypad. You can even manage your settings over the Internet using the Prestige's Web Configurator.

1.1 Required Information

You should have a wireless Internet account already set up and have been given most of the following information.

INTERNET ACCOUNT CHECKLIST		
Wireless Settings		
ESSID: _____ (default: Wireless)	Network Mode:	<input type="checkbox"/> Ad Hoc <input type="checkbox"/> Infrastructure (default)
Channel: _____ (default: 6)		
WEP Keys (if your wireless network uses WEP encryption)		
Key 1: _____	Key 2: _____	
Key 3: _____	Key 2: _____	
Network Mode (also known as encapsulation)		
<input type="checkbox"/> DHCP		
<input type="checkbox"/> Fixed IP (default)	Your IP Address : _____ (default: 192.168.1.3)	Subnet Mask: _____ (default: 255.255.255.0)
	Gateway IP address: _____ (default: 192.168.1.1)	
<input type="checkbox"/> PPPoE	PPPoE Name: _____	PPPoE Password: _____

You should also have a VoIP account already set up and have been given most of the following information.

VOICE OVER IP CHECKLIST	
Proxy Server Information	
URL / IP Address: _____	Port: _____
Expire Time: _____ seconds (default: 3600)	
Outbound Proxy Server Information	
URL / IP Address: _____	Port: _____
User Account Information	
Telephone Number: _____	Username: _____
User Password: _____	

It is recommended that you change the default password the first time you login.

WEB CONFIGURATOR ACCOUNT INFORMATION (DEFAULTS)	
Administrator Access	
Username: zyxeladmin	Password: 1234
User-level Access	
Username: admin	Password: 1234

1.2 Installing and Removing the Battery

Step 1. With Prestige's display face down, push down on the grooves and slide the battery cover off the telephone.

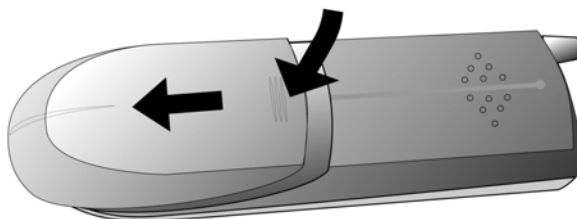


Figure 1-1 Removing the Back Panel

Step 2. With the battery label facing towards you; align the three metal contacts on the battery to the three corresponding contacts on the telephone and press the battery down into place.

DO NOT remove the plastic tab.

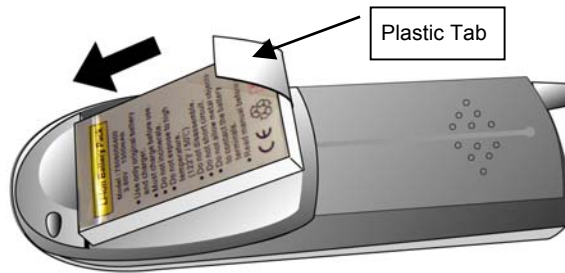


Figure 1-2 Inserting the battery

Remember to switch the power off before removing the battery

Step 3. With the Prestige face down, slide the battery cover off of the Prestige.

Step 4. For ease of removal, pull the plastic tab on the battery base.

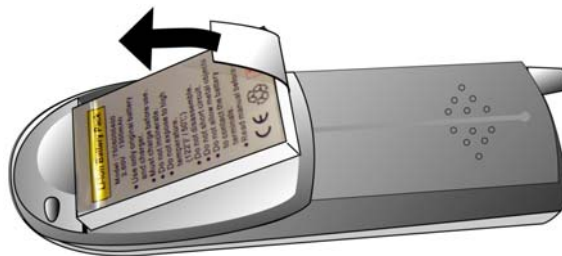


Figure 1-3 Removing the battery

1.3 Charging the Prestige

Step 1. Connect the included power adaptor (use only this adaptor) to the charger.

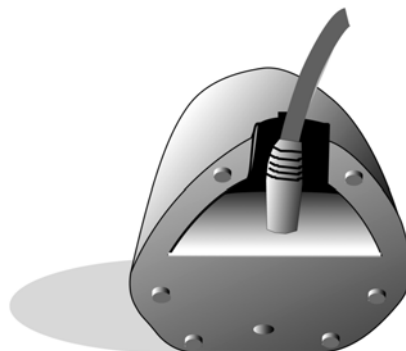


Figure 1-4 Connecting the power cord

Step 2. Plug the power adapter into an appropriate wall socket.

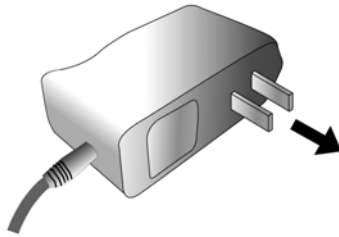


Figure 1-5 Plugging-in the charger

Step 3. Set the Prestige on the charger. The Prestige automatically turns on.

Step 4. The battery indicator bar on the LCD display blinks.

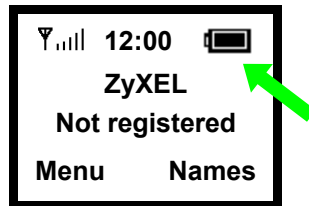


Figure 1-6 Battery Indicator

Charge the battery for five hours before using your Prestige.



Figure 1-7 Charging the battery

Step 4. The battery indicator bar stops blinking when the battery is fully charged.

Step 5. Remove the Prestige from the charger.

Chapter 2

Keypad and Front Panel



Figure 2-1 Keypad and Front Panel

KEY	DESCRIPTION
Left	Use this key to select menu options displayed
Right	Use this key to return to the previous menu. You can also use this key as a shortcut to the Prestige's built-in phonebook.
Arrow Keys	Use these keys to navigate between menus and move the cursor.
Off	Use this key to reject or cancel calls. You also use this key to return to standby mode or to turn the Prestige on or off.

Call	Use this key to make and receive calls.
Numerical Keypad	Use these keys to enter numbers and characters. Hold down a key to automatically dial a predefined number (refer to <i>Using Speed Dial</i> Chapter for more information).

2.1 Turning the Prestige On and Off

Press and hold the **Off** key for approximately 2 seconds to turn the Prestige on or off.

2.2 Load Default IP

While the Prestige is switched off:

1. Hold down **Call** key then press the **Off** key.
2. A message displays (below) indicating the Prestige has returned to the default IP address (see the Internet Account Checklist in *Required Information* for the default IP address).

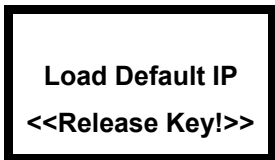


Figure 2-2 Load Default IP

2.3 Switching the Key-lock On and Off

The keys lock automatically if the Prestige is in standby mode for more than one minute.

Press and hold the # key on the numerical keypad for approximately 2 seconds to lock or unlock the keypad.

2.4 Adjusting the Speaker Volume

Increase the volume during a call by pressing the right arrow key.

Decrease the volume during a call by pressing left arrow key.

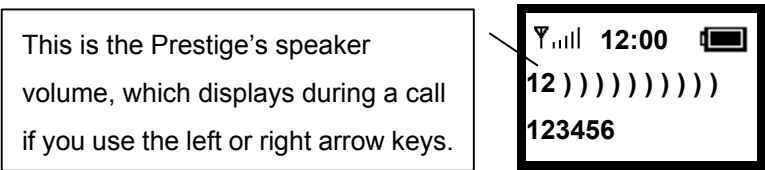


Figure 2-3 Speaker Volume

Chapter 3

Navigating the Prestige

This chapter introduces the Prestige's keypad menu system.

The Prestige initializes after you turn it on.



Figure 3-1 Initializing

The main screen displays after initialization.

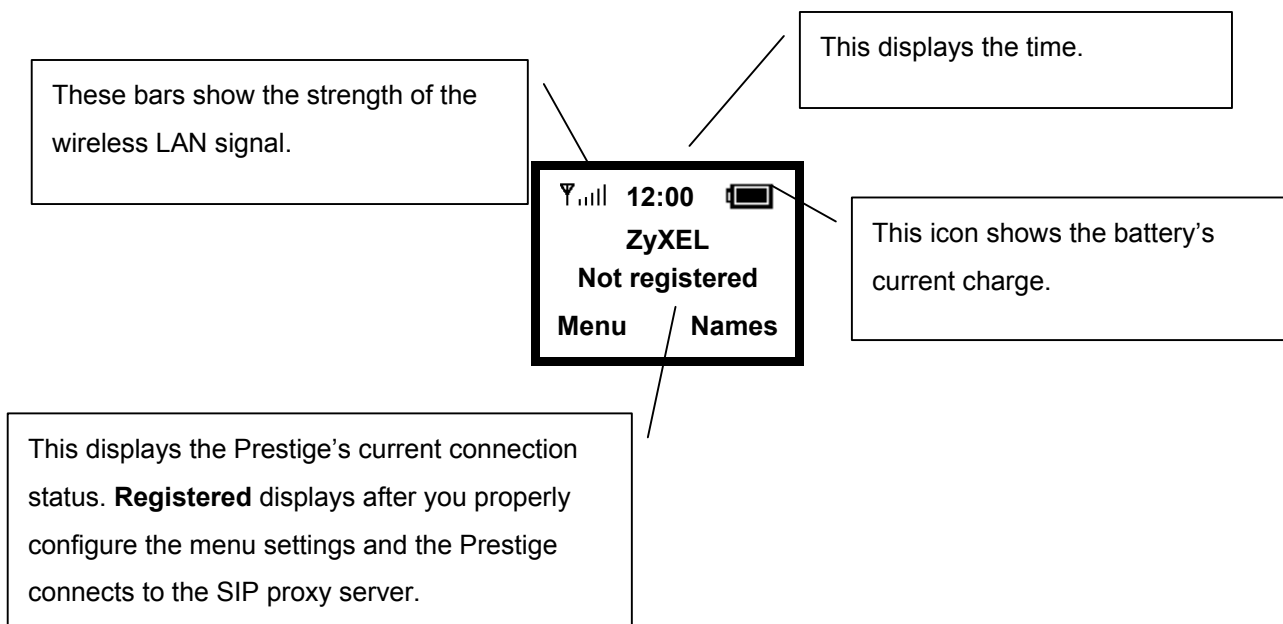


Figure 3-2 Main Screen

3.1 Prestige's Keypad Menus

This section introduces the Prestige's menu system and how to navigate through and configure them.

This is the Prestige's main screen.

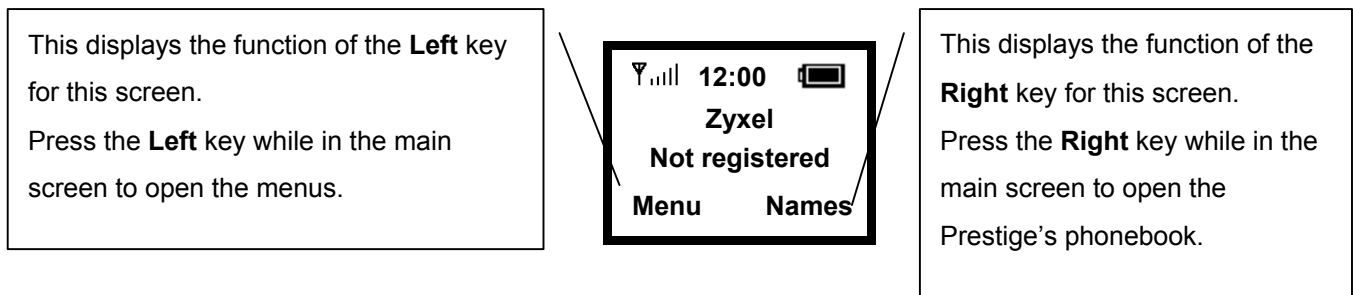


Figure 3-3 Navigating the User Interface

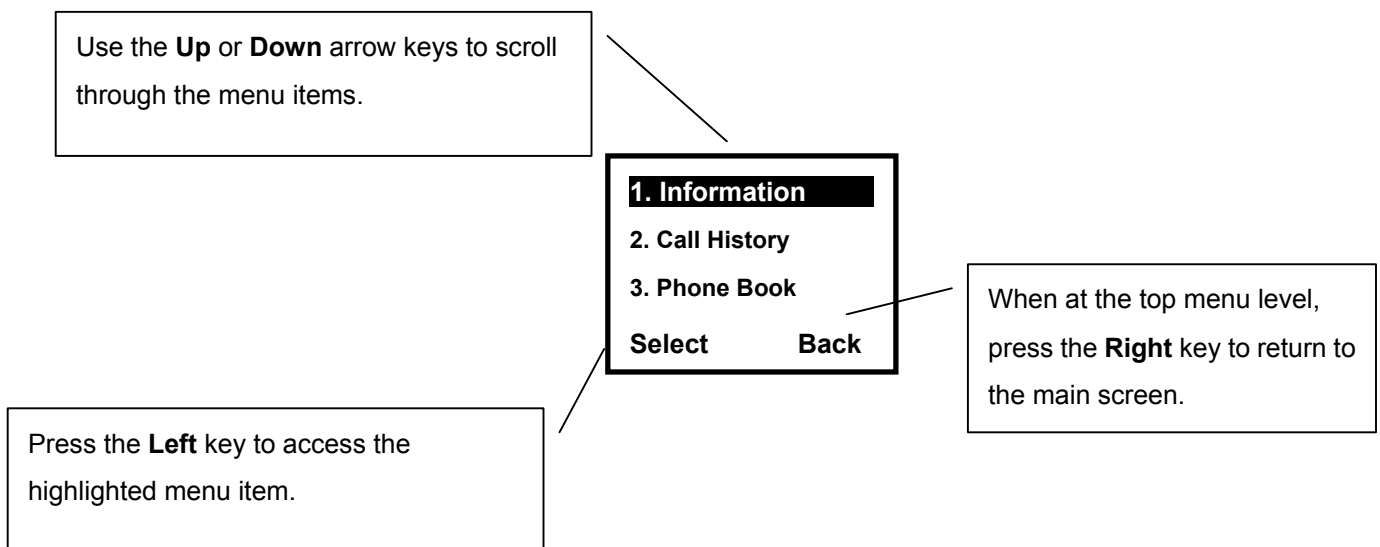


Figure 3-4 Main Menu

Chapter 4

Initial Configuration

This chapter details initial configuration and basic usage of your Prestige using the keypad menu system.

4.1 Overview

This section describes the initial steps needed to setup your telephone for basic usage and introduces the diagrams used to navigate the keypad menu system.

4.1.1 Initial Configuration

The following settings need to be set before you can make calls, unless your service provider has already configured your Prestige's settings for you:

4-1.1.1 Wireless LAN (Wireless menu)

First you need to associate your Prestige with a Wireless LAN Access Point. This provides you Prestige with the basic services for communication.

Your Prestige supports site survey; this means that you can browse the networks available in your area. See *Wireless LAN Settings* in the *Keypad Menus* chapter for information on configuring these menus.

4-1.1.2 Internet (Net menu)

Now configure your IP address to register with your account provider. From here you can manually configure an IP address if you have one. Otherwise choose an appropriate setting to have the Prestige retrieve and IP address for you. See *Networks Settings* in the *Keypad Menus* Chapter.

4-1.1.3 SIP (Proxy Server, Outbound Proxy and User Account menus)

Finally, register your Prestige with your provider's SIP-Server:

- Configure **Proxy Server** settings to have the Prestige use your providers SIP-Server.
- Configure the Prestige to use an **Outbound Proxy Server** if your LAN is behind a NAT Server.
- Configure the Prestige to use your **User Account** to complete the registration process.

4.1.2 Menu Navigation Diagrams

This diagrams used in this manual refer to the menu system of the Prestige. The **Left** and **Right** keys are used to choose a menu option displayed in the LCD screen above that button. For example, pressing the **Left** key in the Main Screen displays the Main Menu (see *Figure 3-2 Main Screen*). Follow the arrows to navigate the menus as shown in the diagrams.

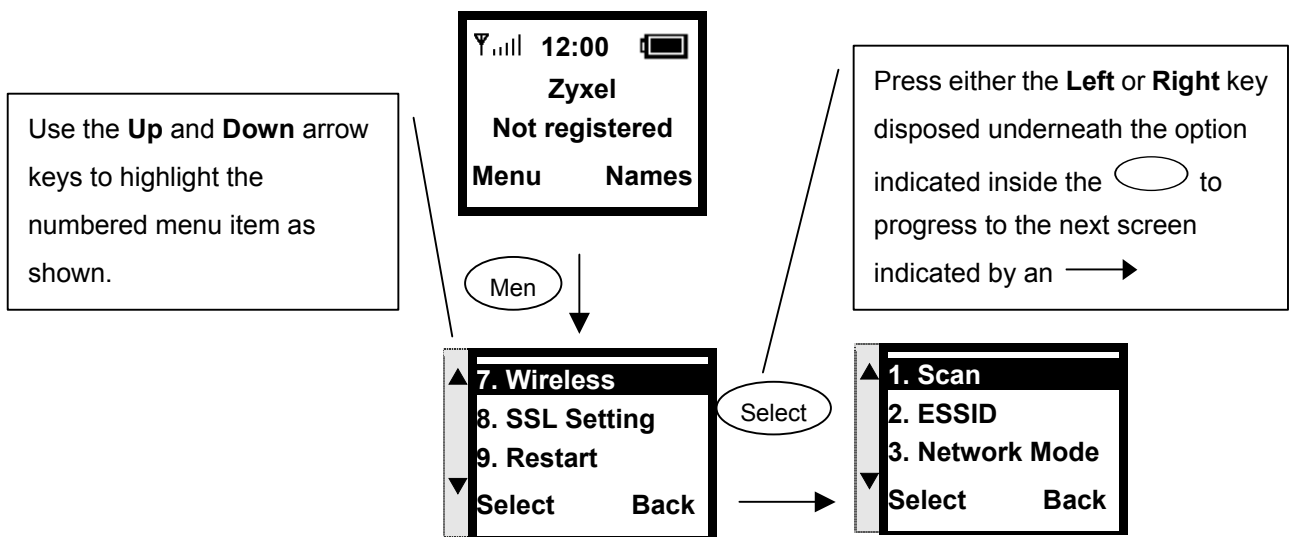


Figure 4-1 Menu Diagrams

Chapter 5

Keypad Menus

The following sections describe how to configure the Prestige's internal menus for first use.

5.1 Wireless LAN Settings

Use the following sections to configure your Prestige to associate with an Access Point (AP) to build your wireless connection.

5.1.1 Scanning for an ESSID

An Extended Service Set (ESS) is a group of access points or wireless gateways connected to a wired LAN on the same subnet. An ESSID uniquely identifies each set. All access points or wireless gateways and their associated wireless stations in the same set must have the same ESSID.

Follow these directions to scan for the ESSIDs of available wireless LAN APs.

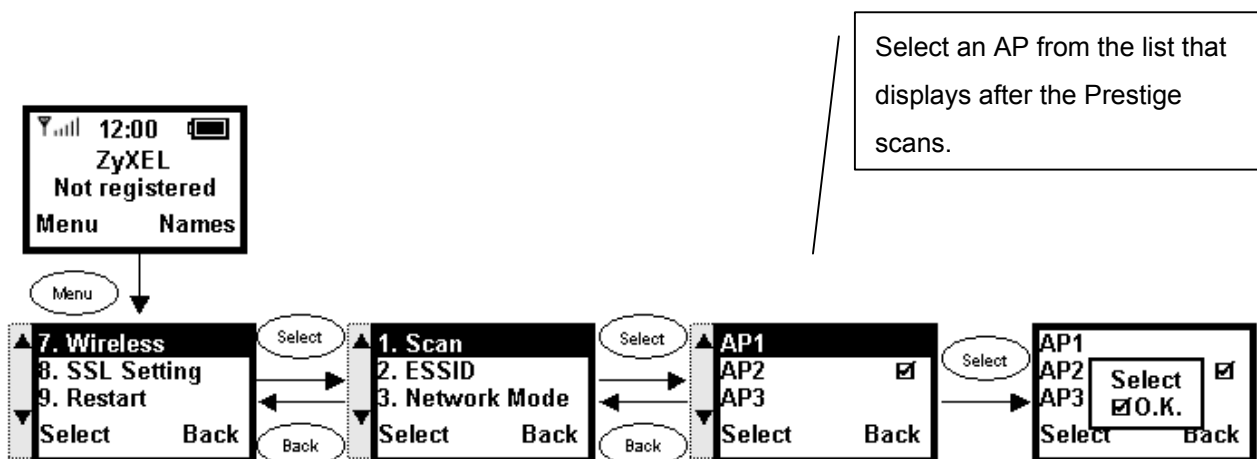


Figure 5-1 Scanning an ESSID

5.1.2 Network Mode

Wireless LAN works in either: ad-hoc or public mode.

To connect to a wired network within a coverage area using APs, set the Prestige operation mode to **Public**. An AP acts as a bridge between the wireless stations and the wired network. In case you do not wish to connect to a wired network, but prefer to set up a small independent wireless workgroup without an AP, use the **Ad-hoc** mode.

5.1.3 Channel

A radio frequency used by a wireless device is called a channel.

5.1.4 WEP Encryption

WEP (Wired Equivalent Privacy) encryption scrambles all communication transmitted between the Prestige and the AP or other wireless stations to keep network communications private.

Set the Prestige to use the same length of WEP keys as the AP (64-bit or 128-bit).

Enter the WEP keys manually. Both the wireless clients and the access points must use the same WEP key for data encryption and decryption. You can configure up to four WEP keys but only one key can be selected (enabled) at any one time.

Follow these directions to set up your Prestige to associate with a wireless LAN AP.

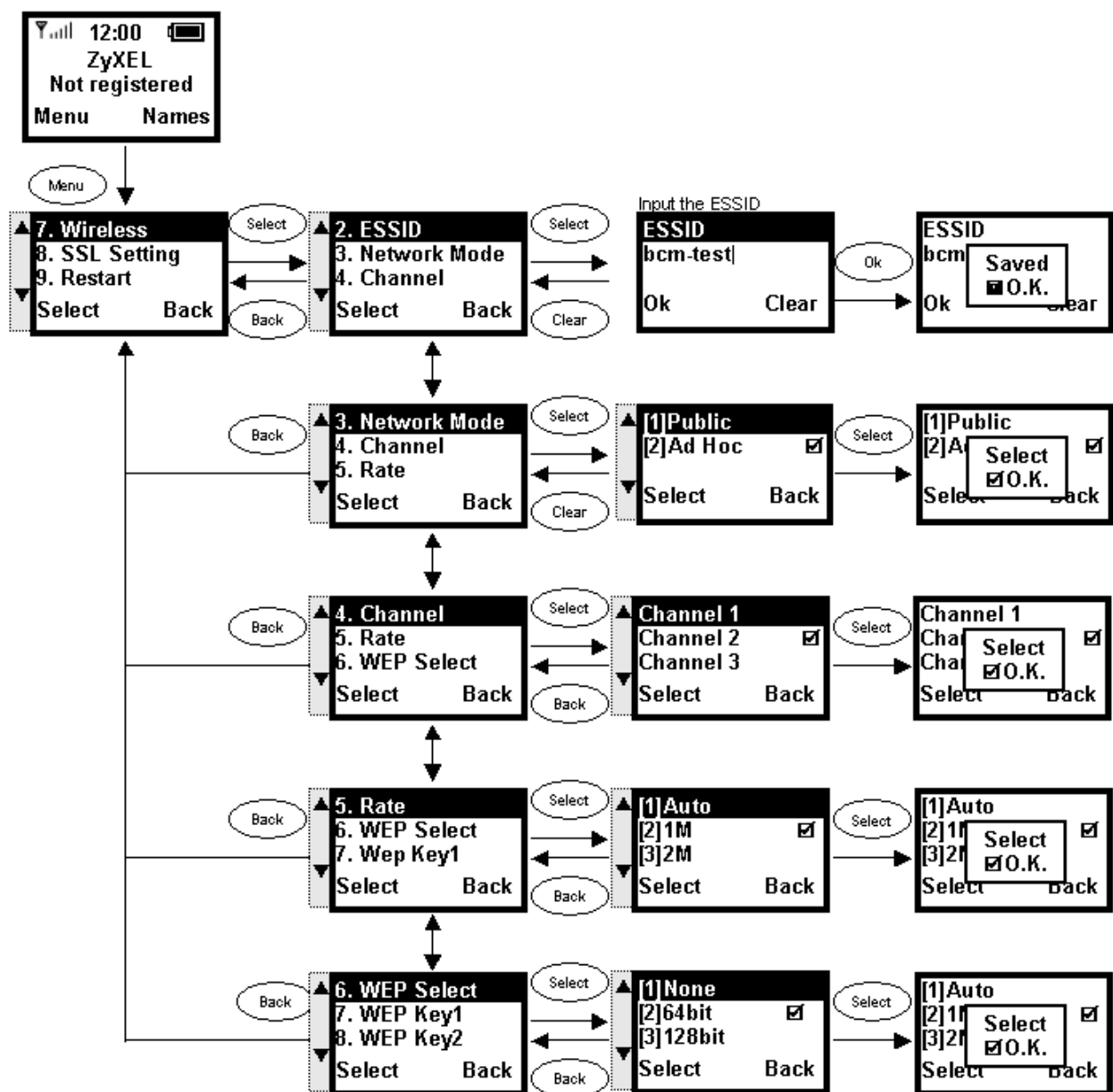


Figure 5-2 Setting up a Wireless LAN AP

The Prestige restarts after you return to the main menu.

5.2 Network Settings

You have three network settings options in order to be able to access the Internet, **Fixed IP**, **DHCP** or **PPPoE**.

Select **Fixed IP** if you were given an IP address and subnet mask and select **DHCP** if you were not. Select **PPPoE** if you were given a user name and password.

Use the **Information** menu to check your IP address after completing one of the above three methods to connect.

5.2.1 Fixed IP

With this option you have to manually enter an IP address, subnet mask and gateway IP address. These are given to you by the network administrator. Follow this procedure to do this..

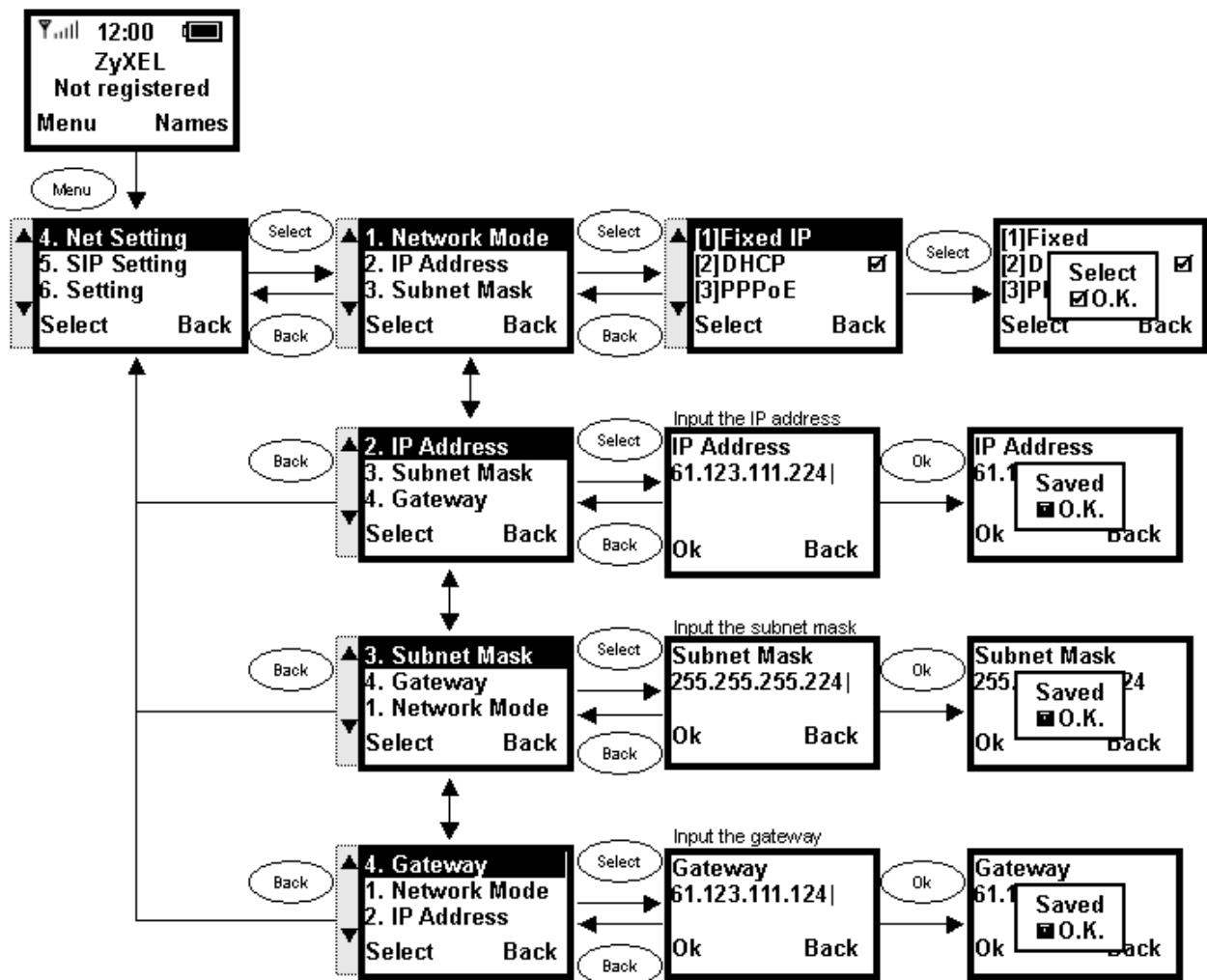


Figure 5-3 Fixed IP Configuration

The Prestige restarts after you return to the main menu.

5.2.2 DHCP

If you were not assigned a specific IP address for your Prestige, use the following directions to set your Prestige to get it automatically via DHCP (Dynamic Host Control Protocol).

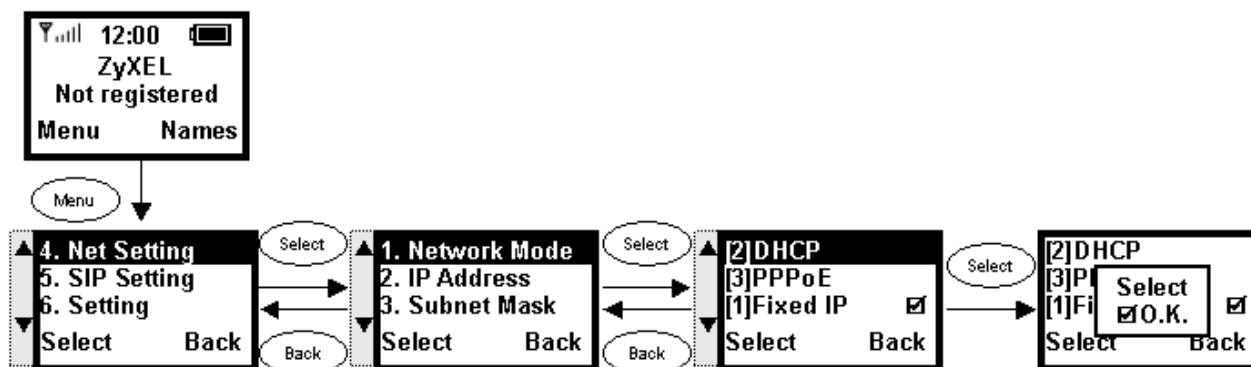


Figure 5-4 Dynamic IP Configuration

5.2.3 PPPoE

Point-to-Point Protocol over Ethernet (PPPoE) functions as a dial-up connection. Therefore you'll also need a username (PPPoE name) and password from you ISP.

Use the following directions to set your Prestige to use PPPoE for your Internet connection.

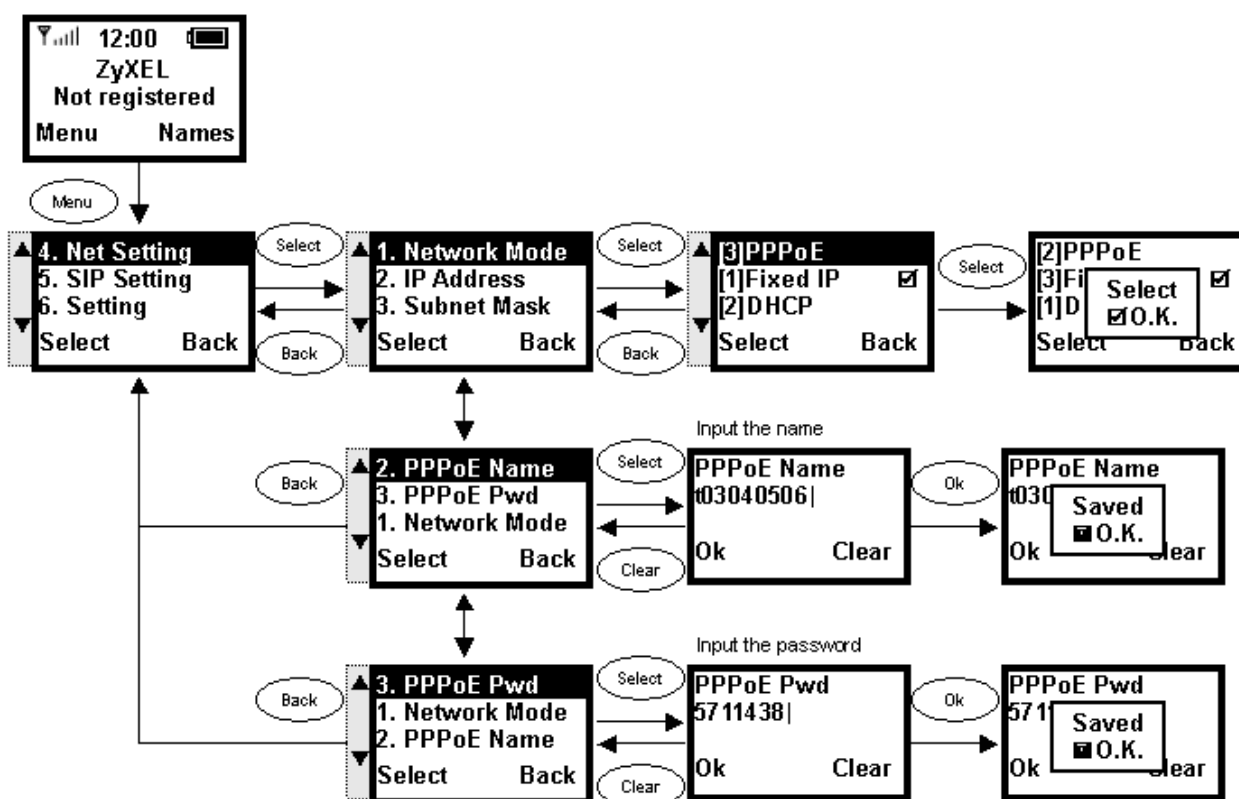


Figure 5-5 PPPoE Configuration

The Prestige restarts after you return to the main menu.

5.3 SIP Settings

Session Initiation Protocol (SIP) is the signaling protocol that handles the setting up, altering and tearing down of your voice sessions.

5.3.1 SIP Proxy Server Settings

Your Prestige is a SIP client and must connect to a SIP server. The SIP proxy server receives your Prestige's SIP requests and forwards them to the next SIP server in the network.

Use the following instructions to set up your Prestige to connect to the SIP server.

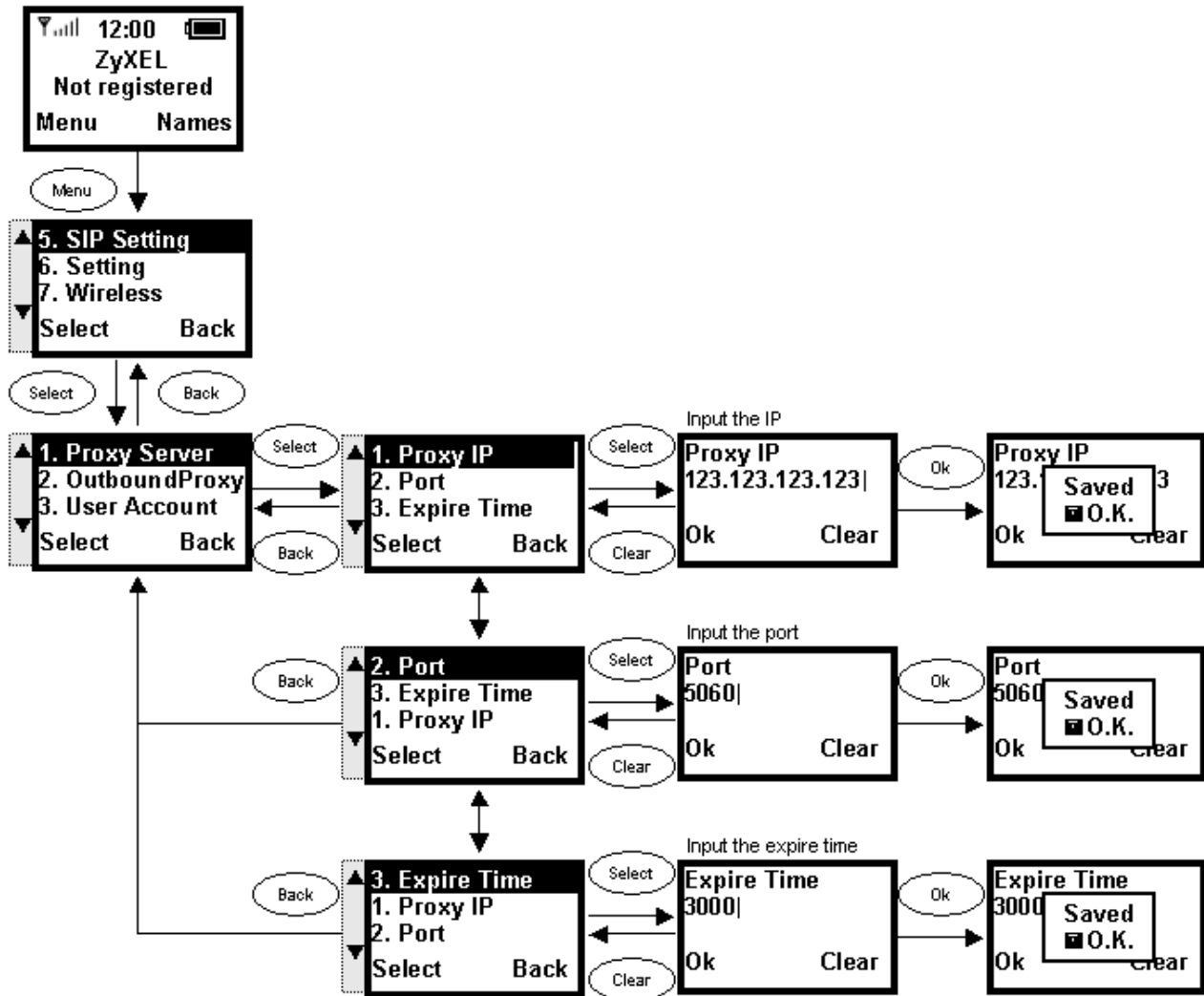


Figure 5-6 SIP Client Configuration

The Prestige restarts after you return to the main menu.

5.3.2 Outbound Proxy Server Settings

Some NAT routers are not SIP-friendly and will stop your voice sessions. Sending your voice traffic to an outbound proxy server solves this problem.

If your ISP gave you the IP address and port number of an outbound proxy server, use the following instructions to set up your Prestige to connect to the outbound proxy server.

You only need to configure these settings when your ITSP requires it.

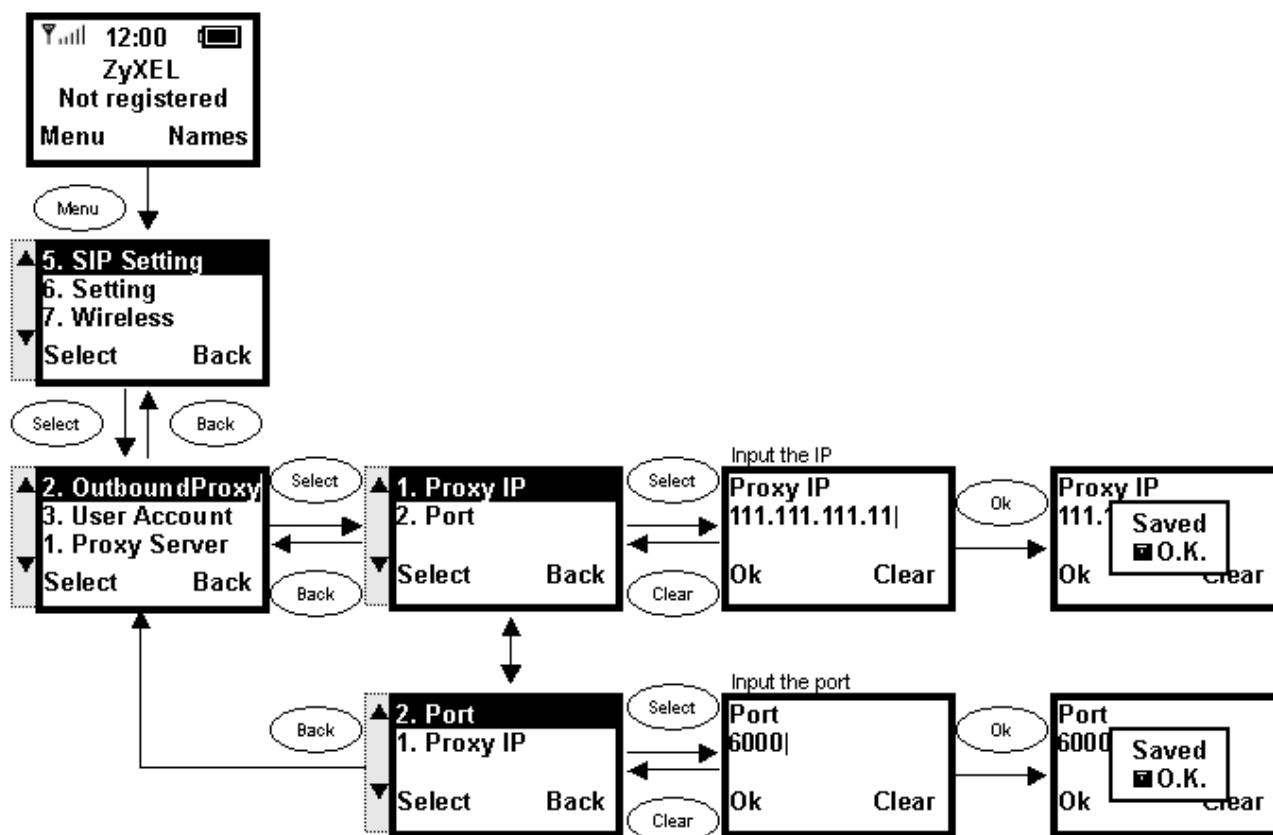


Figure 5-7 Outbound Proxy Server Settings

The Prestige restarts after you return to the main menu.

5.3.3 User Account

When you registered for your VoIP account, you should have been given a telephone number, username and password for connecting to the SIP proxy server.

Use the following instructions to set up your Prestige to use your telephone number, username and password when connecting to the SIP server.

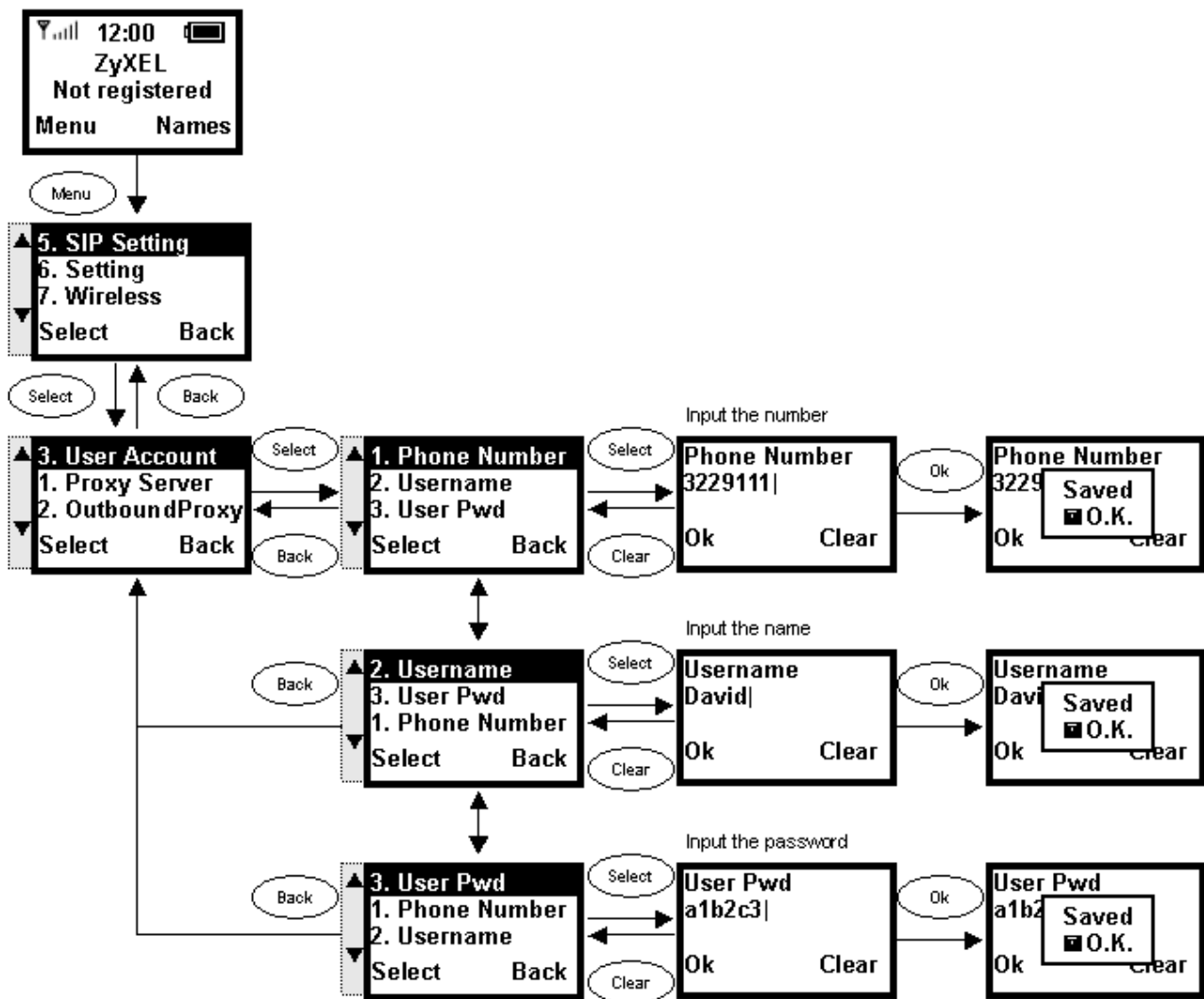


Figure 5-8 User Account Settings

The Prestige restarts after you return to the main menu.

Chapter 6

Prestige Usage

The following sections describe how to use your Prestige for basic tasks.

6.1 Dialing a Telephone Number

Use the following instructions to call a number that is not already in your Prestige book.

- Step 1.** When the Prestige is in standby mode, use the numerical keys to enter the telephone number.
- Step 2.** If you enter an incorrect number, press the **Right** key to backspace.
- Step 3.** Press the **Call** key to make your call.

6.2 Using the Phonebook to Dial a Telephone Number

Use the following instructions to call one of existing entries in your Prestige book.

- Step 1.** Press the **Right** key to enter the Prestige book.
- Step 2.** Use the **▲** or **▼** key to choose the name.
- Step 3.** Press the **Call** key to dial the number.

6.3 Redialing a Telephone Number

- Step 1.** In the standby mode, press the **Call** key.
- Step 2.** A list of recently called Telephone numbers displays.
- Step 3.** Use the **▲** or **▼** key to scroll through the list of Telephone numbers.
- Step 4.** Press the **Call** key to make the call.

6.4 Answering a Call

Press the **Call** key to answer a call.

6.5 Rejecting a Call

Press the **Off** key to reject a call.

6.6 Holding a Call

Press the **Left** key during a call, to hold the call.

Press the **Right** key again to cancel the hold

Chapter 8

Accessing the Web Configurator

This Chapter describes how to login to the Prestige's Web Configurator. Please refer to the User's guide for information on individual screens.

8.1 Login

- Step 1.** Make sure your Prestige is connected to the wireless LAN and record its IP address (you can use the **Information** menu to check your phone's IP address).
- Step 2.** Launch your web browser.
- Step 3.** Type "http://<IP address>" as the URL.
- Step 4.** Enter your username and password and click **OK** to login.
- For User access: Type the default username and password for user-level access, the first time you login.



Figure 8-1 Connecting to the Prestige

It is strongly advised that you change the default password the first time you login.

Chapter 9

Troubleshooting

9.1 Warning Messages

The Prestige displays warning messages when it detects a condition that may disrupt your Prestige service.

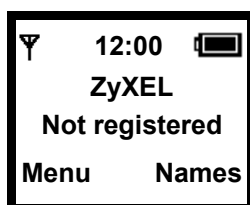


Warning 1: Battery Low (🔋 blinking)

The battery's power is low.

Corrective Action:

Recharge the battery.



Warning 2: Weak Signal (📶 blinking)

The signal quality is low.

Corrective Action:

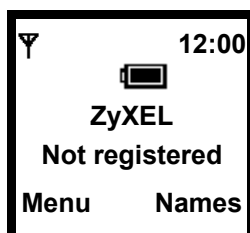
Connect to another AP.

Move your Prestige closer to the AP.

There may be too much radio interference (for example a microwave or another AP using the same channel) around your wireless network. Relocate or reduce the radio interference.

9.2 Error Messages

The Prestige displays error messages to let you know that an error has occurred. An error may prevent you from connecting to the network or from using the Prestige. You may need to contact the system administrator to resolve the problem.



Error 1: No AP found (📶 blinking)

The ESSID set on the Prestige does not match any of the Service Set Identifiers (SSIDs) of the APs that are within range of the Prestige.

Corrective Action:

Set the Prestige to a different ESSID.

Move your Prestige closer to the AP.



Error 2: Net Fail! (DHCP)

The Prestige failed to obtain an IP address from a DHCP server.

Corrective Action:

Make sure your wireless LAN settings are correct.

Make sure the DHCP server is operating properly.

Restart the Prestige.



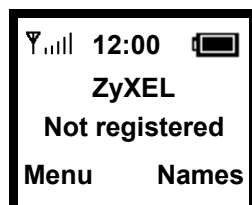
Error 3: Net Fail! (PPPoE)

The Prestige failed to obtain an IP address from the ISP.

Corrective Action:

Make sure your PPPoE settings are correct.

Restart the Prestige.



Error 4: Not Registered

The Prestige failed to register with the SIP proxy server.

It is still possible to place a direct IP to IP call without the SIP proxy server.

Corrective Action

Please get in touch with your ITSP, or check your SIP settings.